

ENGLISH FOR BUSINESS MEETINGS



ANSWER KEYS

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ENGLISH FOR BUSINESS MEETINGS

1. Course Overview & Objectives

The main purpose of this course is to help non-native English speakers develop essential meeting management competence and related skills in an English-speaking business environment. English will therefore be used at the primary teaching tool and communication mode. The course will enable participants to answer questions such as:

- What is necessary to have a productive meeting?
- How can I become an effective chairperson and participant?
- How can I manage people in order to meet stated goals?
- How can I use questions to facilitate the meeting presentation process?

By the end of the course, students should have been able to:

- Understand the various types of meetings and how they impact the results of meetings
- Manage any circumstances that may arise
- Improve their ability to meet objectives in a time efficient manner
- Feel more comfortable and confident as a chairperson and participant
- Better manage the overall meeting process including the handling of questions

2. Course Outline

Unit 1: Basic Words, Phrases, and Sentences

Unit 2: Introduction to Business Meetings

Unit 3: Business Meetings in Action

Unit 4: How to Conduct Business Meetings

Unit 5: Teleconference & Videoconference

Unit 6: Brainstorming

3. Grading Criteria

1. Class Attendance 5%
2. ELRU/Ellis Package 5%
3. Class Assignments/Projects 40%
4. Final 60%

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4. Class Activities:

Lectures

Discussions

Role-Plays

Tapes/CD/VDO/DVD

UNIT 1: ANSWER KEYS

Task 1: Warm-up activity.

Instructions: Study these top 20 words in business meetings in column A and match them with their meaning in column B by putting the correct letter in front of the words from 1-20.

	A	B
t__1	A.G.M.	a) a type of vote, usually in writing and usually secret- secret ballot
m__2	A.O.B.	b) the person who leads or presides at a meeting; chairperson; chair
r__3	absent	c) in complete agreement; united in opinion
o__4	agenda	d) item on agenda for discussion of what has happened as a result of last meeting
f__5	apologies	e) to express opinion in a group by voice or hand etc - also n. - to cast a vote v.
a__6	ballot	f) item on agenda announcing people who are absent; apologies for absence
l__7	casting vote	g) a written record of everything said at a meeting
b__8	chairman	h) telephone call between three or more people in different locations
p__9	conference	i) general agreement
h__10	conference call	j) a separate point for discussion [as listed on an agenda]
i__11	consensus	k) raised hands to express an opinion in a vote
q__12	decision	l) a deciding vote (usually by the chairman) when the votes are otherwise equal
j__13	item	m) Any Other Business [usually the last item on an agenda]
d__14	matters arising	n) a vote cast by one person for or in place of another
g__15	minutes	o) a written program or schedule for a meeting
n__16	proxy vote	p) formal meeting for discussion, esp. a regular one held by an organization
k__17	show of hands	q) a conclusion or resolution to do something - to decide v.
c__18	unanimous	r) not here; not at the meeting; not present
s__19	videoconference	s) conference of people in different locations linked by satellite, TV, etc.
e__20	vote	t) Annual General Meeting

Original Text

- 1 **A.G.M. /AGM** *abbr.* Annual General Meeting
- 2 **A.O.B./AOB** *abbr.* Any Other Business [usually the last item on an agenda]
- 3 **absent** *adj.* not here; not at the meeting; not present
- 4 **agenda** *n.* a written program or schedule for a meeting
- 5 **apologies** *n.* item on agenda announcing people who are absent; apologies for absence
- 6 **ballot** *n.* a type of vote, usually in writing and usually secret- **secret ballot n.**
- 7 **casting vote** *n.* a deciding vote (usually by the chairman) when the votes are otherwise equal
- 8 **chairman** *n.* the person who leads or presides at a meeting; chairperson; chair
- 9 **conference** *n.* formal meeting for discussion, esp. a regular one held by an organization
- 10 **conference call** *n.* telephone call between three or more people in different locations
- 11 **consensus** *n.* general agreement
- 12 **decision** *n.* a conclusion or resolution to do something - **to decide v.**
- 13 **item** *n.* a separate point for discussion [as listed on an agenda]
- 14 **matters arising** *n.* item on agenda for discussion of what has happened as a result of last meeting
- 15 **minutes** *n.* a written record of everything said at a meeting
- 16 **proxy vote** *n.* a vote cast by one person for or in place of another
- 17 **show of hands** *n.* raised hands to express an opinion in a vote
- 18 **unanimous** *adj.* in complete agreement; united in opinion
- 19 **videoconference** *n.* conference of people in different locations linked by satellite, TV etc
- 20 **vote** *v.* to express opinion in a group by voice or hand etc - *also n.* - **to cast a vote v.**

Source: *Top Twenty Business Vocabulary*. www.englishclub.com/business-english/meetings.htm

Task 3 : Useful phrases and sentences

Questions A:

Instructions: Choose the best answer (a,b,c, or d) for the following questions.

1. Which one is NOT an expression for opening the meeting?
 - a) Good morning
 - b) Good afternoon
 - c) Good evening
 - ✓d) Good night
2. Which one is an expression for welcoming participants?
 - a) I'd like to introduce...
 - ✓b) Please join me in welcoming...
 - c) If we are all here, let's get started.
 - d) I don't think you have met...
3. You can start the principal objectives of the meeting by saying...
 - a) We're here today to...
 - b) Our aim is to...
 - c) I've called this meeting in order to ...
 - ✓d) All of these
4. What do you say when you want to move forward?
 - a) So, if there is nothing else we need to discuss, let's move on to today's agenda.
 - b) Shall we get down to business?
 - c) If there are no further developments, I'd like to move on to today's topic.
 - ✓d) a and c
5. Which is NOT an expression for introducing the agenda?
 - a) Have you all received a copy of the agenda?
 - b) There are three items on the agenda. First,...
 - c) Shall we take the points in this order?
 - ✓d) Would you mind taking notes today?
6. How do you introduce the first item on the agenda?
 - a) Shall we start with...?
 - b) So, the first item on the agenda is...
 - c) Pete, would you like to kick off?
 - ✓d) All of these.
7. Which one is NOT an expression for moving onto the next item?
 - a) Let's move onto the next item.
 - b) The next item on the agenda is...
 - c) Now we come to the question of...
 - ✓d) That's not true.
8. What do you say to summarize the meeting?
 - a) Before we close, let me just summarize the main points.
 - b) To sum up, ...
 - c) Shall I go over the main points?
 - ✓d) All of these

9. Which one is an expression for suggesting and agreeing on time, date and place for the next meeting?
- a) Can we fix the next meeting, please?
 - b) So, the next meeting will be on... (day), the . . . (date) of. . . (month) at...
 - c) What about the following Wednesday? How is that?
 - ✓d) All of these
10. What do you say to close the meeting?
- a) The meeting is closed.
 - b) I declare the meeting closed.
 - c) Can I close the meeting?
 - ✓d) a and b
11. Which one is an expression for interrupting?
- ✓a) May I have a word?
 - b) I don't think so.
 - c) That's great.
 - d) I like that.
12. What do you say to give opinions?
- a) I (really) feel that...
 - b) In my opinion,...
 - c) The way I see things,...
 - ✓d) All of these
13. How do you ask for opinions?
- a) Do you (really) think that...?
 - b) Can we get your input?
 - c) How do you feel about...?
 - ✓d) All of these.
14. Which is an expression for agreeing with other opinions?
- a) Exactly!
 - b) That's (exactly) the way I feel.
 - c) I am sorry.
 - ✓d) a and b
15. What do you say to disagree with other opinions?
- a) I agree with you, but...
 - b) (I'm afraid) I can't agree.
 - ✓c) a and b
 - d) None of these
16. Which one is NOT an expression for advising and suggesting?
- a) We should...
 - b) Why don't you....
 - c) I suggest/recommend that...
 - ✓d) I wish I could.
17. What do you say when you want to clarify things?
- a) Have I made that clear?
 - b) Do you see what I'm getting at?
 - c) Let me put this another way...
 - ✓d) All of these
18. Which is an expression to ask for repetition?
- a) I didn't mean that.
 - ✓b) I missed that. Could you say it again, please?
 - c) Could you come again tomorrow?
 - d) What's it like?

19. How do you ask for contributions from other participants?
- a) What do you think about this proposal?
 - b) Would you like to add anything, (name of participant)?
 - c) Has anyone else got anything to contribute?
 - ✓d) All of these.
20. Which one is NOT an expression for keeping the meeting on time?
- a) Well, that seems to be all the time we have today.
 - b) I'm afraid we've run out of time.
 - ✓c) Absolutely!
 - d) Keep to the point, please.

Questions B:

Instructions: Match the language in Column B with their function in Column A.

Meetings – Language

A. Function	B. Language
1. Starting	Many thanks for coming, shall we start?
2. Introducing the subject	We need to discuss..
3. Asking for an opinion	Any views on this? What do you think about..?
4. Agreeing	I agree. I totally agree!
5. Disagreeing	I don't agree
6. Conceding a point	Yes, you are right there.
7. Partially conceding	I can see your point but...
8. Making a proposal	I think we should...
9. Suggesting an alternative	Why don't we...instead?
10. Making an opinion	In my opinion.
11. Asking for participation	Would you mind giving us your views on this, Paula?
12. Presenting alternatives	We can either .. or ..
13. Bringing back the focus of the discussion	We are drifting away from the subject. Can we concentrate on the main points?
14. Ending	Many thanks for your participation. Its been a productive meeting.

UNIT 2: ANSWER KEYS

Task 1: Warm-up activity.

Instructions: Look up in the dictionary and write out the meanings of the following words.

1. pet peeve(n. AmE): something that you strongly dislike because it always annoys you (BrE.: pet hate)
2. unavoidable(adj.): impossible to prevent
3. dynamic(adj.): full of energy and new ideas, and determined to succeed
4. inspirational(adj.): providing encouragement or new ideas for what you should do
5. destination(n.): the place that someone or something is going to
6. facilitator(n.): someone who helps a group of people discuss things with each other or do something effectively
7. competent(adj.): having enough skill or knowledge to do something to a satisfactory standard
8. appropriate(adj.): correct or suitable for a particular time, situation, and purpose
9. determine(v.): find out the facts about something, officially decide something
10. strategy(n.): a planned series of actions for achieving something

Task 2: Gap filling

Instructions: Read the following passages about English business meeting and fill in the blanks with the words provided below.

brought involve agenda present language conference

standpoint formal meetings business

Business meetings conducted in English are either formal or informal. The informal variety may involve only a couple of people and take place in the managers, or your own, office. For this type there may not be a set time or agenda. Formal meetings usually involve larger numbers of people and are often held in a conference room. There will be an agenda and minutes (detailed notes) are taken to record what happened in the meeting

An agenda lists out the time and place of the meeting and also the points that will have to be covered. Quite often there is also a section of time allocated to "Any other business" (AOB) where ideas that are not listed on the agenda may be brought up for discussion.

Formal meetings may involve a presentation (sales presentation or otherwise) being given, and details on how to conduct effective presentations are covered elsewhere on this site. It is good to familiarize yourself with the venue, however, should you be asked to present something ad-hoc using the white board or flip chart.

As in all communication, body language is very important. Don't smile too much but again don't look totally bored. Holding a pencil in both hands shows that you are paying attention. Sitting at the corner of a conference table can sometimes give you superiority.

The actual language used in English business meetings is detailed below but is not exclusive. Conceding or partially conceding is a good way to negotiate your point of view into being accepted whereas totally disagreeing, or raising your voice is likely to induce hostility and end up with your standpoint being overturned.

Task 3: Reading comprehension

Review questions:

1) What is a meeting? Give some examples.

A meeting is a gathering of people to present or exchange information, plan joint activities, make decisions, or carry out actions already agreed upon.

Meetings come in all shapes and sizes. There are the everyday office meetings, board meetings, seminars -- all the way up to major conferences

2) What should you do at the business meeting?

<ul style="list-style-type: none">• Introduce yourself to others: Making the first move may make you feel less vulnerable.
<ul style="list-style-type: none">• Smile: Smiling (only when appropriate, of course) helps you look approachable.
<ul style="list-style-type: none">• Psych yourself up: Remember the qualities others like about you.
<ul style="list-style-type: none">• Get people to talk about themselves: Everyone likes to do this and it will take the focus off you.
<ul style="list-style-type: none">• Beware of alcohol: You don't want to become too uninhibited.

3) What are the responsibilities of a chairman?

<ul style="list-style-type: none">• recognize the importance of understanding the role of the chair.
<ul style="list-style-type: none">• recognize the techniques for managing the discussion of issues.
<ul style="list-style-type: none">• manage the discussion of issues, in a business meeting example.
<ul style="list-style-type: none">• match the strategies for managing people to examples.
<ul style="list-style-type: none">• use the strategies to manage participants in a simulated business

<i>meeting.</i>
<ul style="list-style-type: none"> • <i>recognize the steps for managing time.</i> • <i>effectively manage time in a simulated business meeting.</i>

4) What are the responsibilities of a secretary?

<ul style="list-style-type: none"> • <i>recognize the benefits of understanding the responsibilities of the secretary.</i>
<ul style="list-style-type: none"> • <i>identify the activities that the secretary can perform prior to a meeting.</i>
<ul style="list-style-type: none"> • <i>match the principles for taking minutes to their characteristics.</i>
<ul style="list-style-type: none"> • <i>effectively apply the principles for taking minutes for a simulated business meeting.</i>
<ul style="list-style-type: none"> • <i>identify the elements required to effectively prepare the minutes of a business meeting for distribution.</i>

1) What are the responsibilities of a member?

<ul style="list-style-type: none"> • <i>recognize the importance of understanding the role of the members.</i>
<ul style="list-style-type: none"> • <i>identify strategies to fulfill the members' role to help keep a meeting on track.</i>
<ul style="list-style-type: none"> • <i>identify how members should prepare for a business meeting.</i>
<ul style="list-style-type: none"> • <i>identify the strategies that will help group members to actively participate in a business meeting.</i>
<ul style="list-style-type: none"> • <i>apply effective participation guidelines during a simulated meeting.</i>

Task 3: Listening

Instructions: A) Listen to the following meeting discussion, then fill in the missing words you hear in the blanks.

Listening Script

Somchai: Saman, could you review the results of the survey on leisure sporting activities again? We need to plan out our proposal for this Friday's business meeting.

Saman: Sure, Somchai. I've summarized the results in the handout, broken down by consumer age groups and sporting activities. The survey was administered to 550 men and women between the ages of 18 and 55 years old, and the results have been compiled in the following age groups: 18 to 26, 27 to 35, 36 to 45, and 46 to 55. According to the results, the most active group involved in sporting activities are those between 18 and 26 years old, followed by those 36 to 45 years old.

Somchai: Okay.

Saman: As far as particular sports are concerned, people in these two groups cited jogging as their favorite recreational sport followed by skiing, tennis, swimming, and cycling.

Somchai: And what about these groups broken down by gender?

Saman: Oh, Somchai, thanks for bringing that up. Men appear to be slightly more active than women in the 18 to 26 year-old age group, but women seem more active in the other three groups.

Somchai: Hmm. Based on what you have said, I think we should consider targeting the 18 to 26 year-old age group more in the future. I also feel we should consider expanding our line of athletic shoes, particularly jogging and tennis footwear. We also have to come up with a more appealing slogan aimed at this age group.

Saman: I see what you mean. However, when these results are compared with the survey carried out three years ago, we can see a growing trend among older consumers--those 14, I mean 46 to 55--who are becoming more conscious and concerned about staying fit. I believe this trend will continue, so we should focus on this group instead.

Somchai: I see your point. Well, let's meet again on Wednesday to iron out more of the details of this proposal.

Instructions: B) Listen to the same dialogue and choose the best answer (A, B, or C) for the following questions.

1. What was the main focus of the survey?
 - A. leisure sporting activities
 - B. average age of athletes
 - C. durability of sporting equipment

2. Which group seems to be most active in sports?
 - A. 18-26
 - B. 27-35
 - C. 36-45

3. Which sport was cited as the third most popular?
 - A. jogging
 - B. tennis
 - C. cycling

4. What is NOT one of Sochai's marketing strategies?

- A. target the 18 to 26 year-old age
- B. sell tennis rackets
- C. carry more athletic shoes

5. Why does Saman want to target the 46-55 age group?

- A. They have more buying power.
- B. They are very health conscious.
- C. They tend to enjoy sports more.

UNIT 3: ANSWER KEYS

Task 2: Calling a meeting

Questions

1. There are a number of ways that you may call or be called to a meeting. Give some examples.

Some meetings are announced by e-mail, and others are posted on bulletin boards. If a meeting is announced at the end of another meeting, it is important to issue a reminder.

2. Why is it important to have an agenda, and what should the agenda indicate?

In order to keep the meeting on task and within the set amount of time, it is important to have an agenda. The agenda should indicate the order of items and an estimated amount of time for each item.

3. What does it mean by "allocating roles"?

Someone may be called upon to take the minutes, to do roll call, to speak on a certain subject

Task 3: Opening a meeting

Questions:

1. Is it polite to make small talk while you wait for the meeting to start? And what should you discuss?

Yes, it is. I should discuss about things unrelated to the meeting, such as weather, family, or weekend plans

2. Who should formally welcome everyone to the meeting and thank the attendees for coming?

The chairperson, or whoever is in charge of the meeting

3. If anyone at the meeting is new to the group, who can introduce the new person, or ask the person to introduce him or herself?

The person in charge of the meeting

Task 4: Following the agenda

Questions:

1. Who will be called upon to be the minute-taker?

Often someone who is not participating in the meeting will be called upon to be the minute-taker.

2. What should an outline include?

An outline should include the following:

<ul style="list-style-type: none">• <i>A title for the meeting</i>
<ul style="list-style-type: none">• <i>The location of the meeting</i>
<ul style="list-style-type: none">• <i>A blank spot to write the time the meeting started and ended</i>
<ul style="list-style-type: none">• <i>The name of the chairperson</i>
<ul style="list-style-type: none">• <i>A list of attendees that can be checked off (or a blank list for attendees to sign)</i>
<ul style="list-style-type: none">• <i>A blank spot for any attendees who arrive late or leave early</i>

3. When should a minute-taker type out the minutes? Why?

Immediately after the meeting. So that nothing is forgotten

Task 5: Review questions

Instructions: Recall what you have just studied, and then answer these questions and do the activities accordingly.

1. What is a small talk?

Things unrelated to the meeting, such as weather, family, or weekend plans.

2. What is an agenda?

List of objectives to cover in a meeting

3. How can you follow the agenda?

Staying within the time limits

4. How do you close the meeting?

Here are a variety of ways to adjourn a meeting:

<ul style="list-style-type: none">• <i>It looks like we've run out of time, so I guess we'll finish here.</i>
<ul style="list-style-type: none">• <i>I think we've covered everything on the list.</i>
<ul style="list-style-type: none">• <i>I guess that will be all for today.</i>
<ul style="list-style-type: none">• <i>Well, look at that...we've finished ahead of schedule for once.</i>
<ul style="list-style-type: none">• <i>If no one has anything else to add, then I think we'll wrap this up.</i>

UNIT: 4 ANSWER KEYS

Task 1: Warm-up activity.

Instructions: Number all the items you need to conduct a meeting in order of importance (1-10). Possible answer.

_____13_____	<i>Personal Organizers</i>
_____8_____	<i>Notebook Papers</i>
_____4_____	<i>Computer Notebook</i>
_____6_____	<i>Transparencies</i>
_____7_____	<i>Slide Projectors</i>
_____5_____	<i>Overhead Projectors</i>
_____12_____	<i>Calculator</i>
_____11_____	<i>Flip Charts</i>
_____10_____	<i>Pointer</i>
_____3_____	<i>Speaker stand or table</i>
_____2_____	<i>Microphone</i>
_____1_____	<i>Agenda</i>
_____9_____	<i>Visual aids</i>

Task 2: Steps of a meeting.

Instructions: Rearrange the following steps of a meeting in the most suitable order (in your opinion). Number 1 is done for you.

- | | |
|-------------|---|
| _____1_____ | <i>Decide whether you really need to call a meeting. Can the issue be resolved by an individual or a conference call?</i> |
| _____6_____ | <i>Assemble visual aids such as charts, handouts or slides.</i> |
| _____7_____ | <i>Start the meeting at the designated time, regardless of whether everyone is present. Avoid taking too much time to summarize for latecomers.</i> |
| _____8_____ | <i>Start off the meeting with straightforward, easily resolved issues before heading into thornier ones.</i> |

_____9_____ *Allocate a specific amount of time for each issue. Move through issues, allowing for discussion but discouraging digression or repetition. Use a timer to help monitor the time.*

_____10_____ *Postpone discussion until the end of the meeting if debate on an issue runs overtime. Make sure to cover the other issues on the agenda.*

_____11_____ *Follow up: Circulate copies of the minutes after the meeting to remind everyone of conclusions and action plans.*

_____2_____ *Determine who needs to attend. Try keeping the number of attendees small, as large meetings get unwieldy. Suggest that people attend only the parts of the meeting that involves them. This way you can keep the discussion more focused.*

_____3_____ *Set definite starting and stopping times.*

_____4_____ *Prepare an agenda. Explain the goal of the meeting; if there are many goals, decide which ones command priority, and make this clear.*

_____5_____ *Circulate the agenda in advance to allow attendees to prepare.*

Task 3: Reading comprehension.

Questions:

1. What is the purpose of this article?

Deal with some reasons for having meetings and how get the most out of meetings.

2. Before scheduling a meeting, what should you do?

You may want to ask yourself whether this information is better communicated with a memorandum, report, e-mail, video-conference, or taped message instead of arranging for a meeting.

3. What is a dialogue? And what are the three basic conditions that are necessary for dialogue?

Dialogue means "through common meaning." Three basic conditions that are necessary for dialogue:

<i>1. All participants must suspend their assumptions, literally to hold them together as if suspended before us;</i>
<i>2. All participants must regard one another as colleagues;</i>
<i>3. There must be a facilitator who holds the context of the dialogue.</i>

4. What should the agenda detail?

The agenda should detail:

<i>• Date and starting time and ending time</i>
<i>• Meeting location (map included, if necessary)</i>
<i>• List of participants and presenters.</i>
<i>• Subjects covered so participants can review and bring material to the meeting for discussion.</i>
<i>• Time limit for presentations or topics so speakers are motivated to present their specific points.</i>

5. Name at least three guidelines that make meetings effective.

- 1. Clearly communicated and distributed Agenda - purpose of the meeting*
- 2. Ensure that the meeting is a dialogue and not a discussion*
- 3. Assign a facilitator /timekeeper*
- 4. Assign a scribe*
- 5. Team communications*

Task 4: Listening

Instructions: Listen to the following tips on how to spice up your company meeting and fill in the blanks with the missing words.

Listening script

- 1. Start your meetings, presentations and training sessions with an ice-breaker or warm-up activity.** In a large meeting or a short meeting, the icebreaker can be a single question that gets people thinking and talking with their neighbor. As an example, ask a question that causes people to raise their hands. The length of the ice-breaker depends on the length of your meeting, so plan wisely.
- 2. Diversify your presentation methods.** If every speaker talks to the audience, in lecture format, even interested heads soon nod. Ask people to talk in small groups. Use audio-visual materials such as overheads, Power Point presentations and pictures. If you're talking about a new painting process, show your employees before and after parts. Pass around positive customer surveys and comment cards.
- 3. Invite guest speakers** for audience participation and excitement. Your customers have lots to say to your workforce about their needs and quality requirements. One client organization that partners with non-profit, charitable associations features guest speakers from the organizations that receive their donations. Speakers from organizations your employees support financially are dynamite.
- 4. Encourage questions to get a dialogue going.** Ask people to write down their questions in advance of the meeting and during the meeting. Allow time for questions directed to each speaker as you go. If you can't answer the question immediately and correctly, tell the people you'll get back with them when you have the correct answer. If questions exceed time, schedule a meeting on the topic.
- 5.** An often-overlooked, but very important, successful meeting tactic is to ask each speaker to **repeat out loud every question** he or she is asked. The person asking the question then knows the speaker understood the question. Other people attending the meeting can hear and know the question, too, not just surmise the question - perhaps incorrectly - from the speaker's response.
- 6. Set goals for your periodic meeting.** You can't present every aspect of the company's business at a one hour meeting. So, decide the important, timely issues and spend the meeting time on them. Take into consideration the interests of the majority of the attendees as well. Remember, you have other methods for communicating company information, too. It does not have to take place at the meeting.
- 7. Formulate the agenda carefully.** Identify the needs and interests of the majority of the participants. Start with good news that will make the attendees feel good. Vary the order of the speakers on the agenda each month. You don't want people bored by sameness. Distribute important items across the agenda so people don't tune out the end of the meeting, or think the final items are less important.
- 8.** An article in the Wall Street Journal, several years ago, stated that U.S. managers would save eighty percent of the time they waste in meetings if they did two things correctly. The first was to always have an agenda. The

second was **start on time and end on time.** I'll add that you need to allot each speaker the amount of time necessary to cover their topic. Hold them to their time limit - nicely.

- 9. Organize the physical environment** so people are attentive to the meeting content. No one should sit behind or to the side of your speakers. Make sure there are seats for all attendees, and if taking notes is required, a surface to write on, too. Make sure visuals are visible and that people can hear. You may need to use a microphone. You can pass props or samples around the room for viewing.
- 10. Never underestimate the power of food at a meeting.** Food relaxes the atmosphere, helps make people feel comfortable, helps people sustain positive energy levels and builds the camaraderie of the team. Ensure you meet the diverse needs of your group with the food you serve.

UNIT 5: ANSWER KEYS

Task 1: Warming-up activity

Instructions: Fill in the blanks with the missing words. Use the words given below.

<i>information</i>	<i>conference</i>	<i>support</i>	<i>live</i>	<i>such as</i>
<i>providing</i>	<i>interactive</i>	<i>allow</i>	<i>locations</i>	
<i>telecommunications</i>				

a) Teleconference

In telecommunication, **teleconference** is the ___ *interactive* ___ exchange and mass articulation of ___ *information* ___ among persons and machines remote from one another but linked by a telecommunications system, usually over the phone line.

The ___ *telecommunications* ___ system may ___ *support* ___ the teleconference by ___ *providing* ___ audio, video, and data services by one or more means, ___ *live* ___ telephone, telegraph, teletype, radio, and television.

b) Videoconference

A **videoconference** (also known as a *videoteleconference*) is a set of ___ *interactive* ___ telecommunication technologies which ___ *allow* ___ two or more ___ *locations* ___ to interact via two-way video and audio transmissions simultaneously. It has also been called visual collaboration and is a type of groupware. It differs from videophone in that it is designed to serve a ___ *conference* ___ rather than individuals.

Task 2: Reading comprehension.

Questions

1. What does video conferencing use to bring people at different sites together for a meeting?

Telecommunications of audio and video

2. During the first manned space flights, how many kinds of links did NASA use? And what were they?

NASA used two radiofrequency: UHF and VHF links, one in each direction.

3. When did IP(Internet Protocol)based videoconferencing become possible?

In the 1990s

4. What is the core technology used in a videoteleconference (VTC) system?

Digital compression of audio and video streams in real time

5. What is "decentralized multipoint"?

A standards-based H.323 technique

Task 3: Listening

Instructions: Listen to the following two passages and fill in the blanks with the missing words.

Listening script

1) Impact on the general public

High speed Internet connectivity has become more widely available at a reasonable cost and the cost of video capture and display technology has decreased. Consequently personal video teleconference systems based on a webcam, personal computer system, software compression and broadband Internet connectivity have become affordable for the general public. Also, the hardware used for this technology has continued to improve in quality, and prices have dropped dramatically. The availability of freeware (often as part of chat programs) has made software based videoconferencing accessible to many.

2) Impact on education

Videoconferencing provides students with the opportunity to learn by participating in a 2-way communication platform. Furthermore, teachers and lecturers from all over the world can be brought to classes in remote or otherwise isolated places. Students from diverse communities and backgrounds can come together to learn about one another. Students are able to explore, communicate, analyze and share information and ideas with one another. Through video conferencing students can visit another part of the world to speak with others, visit a zoo, a museum and so on, to learn. These "virtual field trips" can bring opportunities to children, especially those in geographically isolated or the economically disadvantaged. Small schools can use this technology to pool resources and teach courses (such as foreign languages) which otherwise couldn't be offered.

(Adapted from: www.wikipedia.org)

UNIT 6: ANSWER KEYS

Task 1: Warm-up activity

Instructions: Read these passages and fill in the blanks with the missing words. Use the words given below.

How to do traditional brainstorming

First we will explain how to be a ___ *participant* _____ in a brainstorming session and then we will give you pointers on how to organize one yourself.

Many people find it _____ *easier* _____ to be a participant first, before they run a session, but if you and your colleagues approach learning with a flexible attitude then you should have no problems in running one straight off (but perhaps you should practise on a non-vital topic first to gain _____ *experience* _____).

Brainstorming is "a conference technique by which a group attempts to find a solution for a specific problem by _____ *amassing* _____ all the ideas spontaneously by its members" - Alex Osborn.

How to brainstorm in a medium-sized group

Gather a group of between four and fifteen people together in one room. Have a central person to _____ *coordinate* _____ the proceedings, introduce the purpose of the brainstorming session and to outline the rules. This person should also ensure the rules are followed and should actively encourage the participants. This person is the _____ *facilitator* _____ (facilitate=to make easier).

Ideally you will then have a brief warm-up on a totally unrelated and fun topic. This will get your creative juices going and help establish a less _____ *restrictive* _____ mood. You should only start the main topic when the right mood is established.

With the ___ *purpose* ___ and topic established, everyone in the group shouts out their ideas and they are all written down so that they can be analyzed later. The most common method of recording the ideas is on _____ *flipcharts* _____ (large pads of paper) but it's fine to use a blackboard, overhead projector transparencies, a computer or individual pads of paper. A secretary or dedicated writer can be useful and for larger groups you may need two or three to _____ *ensure* _____ all ideas are captured.

(Adapted from: www.brainstorming.co.uk)

Task 2: Reading comprehension

Instructions: Read the following passages and answer the questions that follow.

Types of brainstorming

a) Group brainstorming

To brainstorm usually means to solve problems by having a group of people discuss them and spontaneously suggest ideas or solutions. A brainstorming session is meant to be very open and non-critical. A "bad" or "silly" idea may lead to an idea that is very helpful, so suggestions are left un-judged at first. It is best to set a rough deadline for this free-for-all part of the session, after which the ideas and solutions are evaluated for whatever usefulness they may have.

Again, it is very important that the ideas are not criticized when first presented. To brainstorm effectively, you can't stifle the creative process. If your group has a difficult time with this aspect of the exercise, you could try having them write their ideas down and submit them anonymously. When nobody knows who suggested which ideas, everyone will feel freer to say what they want.

Unfortunately, you will lose much of the value of the session doing this, because individuals will not be spontaneously feeding off of each others ideas. It may be better than nothing, but try to create that non-critical environment and brainstorm in the open for the best result.

b) Solo brainstorming

To brainstorm by yourself, start by writing down the problem to be solved. Then write it down several more times, restating it each time. "We need to save money for a down payment on a house," may be restated as "We need to buy a house," and "We need to get out of this place." Now just spend thirty minutes writing down all the elements of the problem, and everything that comes to mind. Try several creative problem-solving techniques also, writing down the solutions and ideas that are produced. As with brainstorming in a group, it is important at this point that you don't stifle the creative process by judging your ideas.

When you are done with this part, you should have a mess. Only now should you look at that mess with a critical eye. Pick through for the ideas with the most potential. If you are lucky, the best solution may jump out at you. More often you'll have a few decent possibilities that you have to evaluate further. Brainstorm again if you have to.

Questions:

1. What does "brainstorm" usually means?

To brainstorm usually means to solve problems by having a group of people discuss them and spontaneously suggest ideas or solutions

2. Is it very important that the ideas are not criticized when first presented?

Yes.

3. How do you brainstorm by yourself?

To brainstorm by yourself, start by writing down the problem to be solved. Then write it down several more times, restating it each time.

Task 3: Listening

Instructions: Listen to the following passage and then fill in the missing words.

Listening script

Instructions: Listen to the following passage and then fill in the missing words.

Brainstorming process

Brainstorming with a group of people is a powerful technique. Brainstorming creates new ideas, solves problems, motivates and develops teams. Brainstorming motivates because it involves members of a team in bigger management issues, and it gets a team working together. However, brainstorming is not simply a random activity. Brainstorming needs to be structured and it follows brainstorming rules. The brainstorming process is described below, for which you will need a flip-chart or alternative. This is crucial as Brainstorming needs to involve the team, which means that everyone must be able to see what's happening. Brainstorming places a significant burden on the facilitator to manage the process, people's involvement and sensitivities, and then to manage the follow up actions. Use Brainstorming well and you will see excellent results in improving the organization, performance, and developing the team.

Brainstorming process

1. Define and agree the objective.
2. Brainstorm ideas and suggestions having agreed a time limit.
3. Categorize/condense/combine/refine.
4. Assess/analyze effects or results.
5. Prioritize options/rank list as appropriate.
6. Agree action and timescale.
7. Control and monitor follow-up.